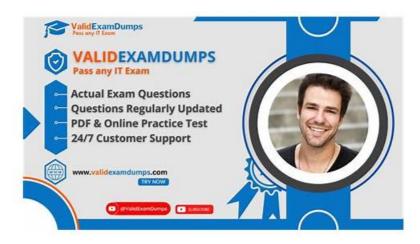
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Salesforce Agentforce-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	 Agentforce Concepts: This section assesses the skills of AI Engineers and covers how Agentforce works, including its reasoning engine, standard and custom topics, agent actions, and user security management. It also includes testing and deploying agents from sandbox to production environments.
Торіс 2	Prompt Engineering: This section measures the skills of AI Developers and focuses on prompt engineering techniques. It covers identifying when to use Prompt Builder, managing prompt templates, selecting appropriate grounding techniques, and explaining the process for creating and executing prompt templates.
Торіс 3	Agentforce and Data Cloud: This section measures the skills of AI Developers and addresses how Agentforce integrates with Data Cloud to improve response accuracy and personalize answers. It involves grounding with retrievers in Data Cloud to enhance agent performance.
Торіс 4	 Agentforce and Service Cloud: This section measures the skills of AI Engineers and focuses on building agents that answer questions based on Knowledge articles and connecting them to digital channels. It also covers identifying the correct generative AI features in Agentforce for Service Cloud scenarios.
Topic 5	 Agentforce and Sales Cloud: This section assesses the skills of AI Developers and covers identifying the correct generative AI features in Agentforce for Sales Cloud scenarios. It also includes determining when to use Agentforce Sales Agents, such as Sales Development Representatives (SDRs) and Sales Coaches.

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Salesforce Certified Agentforce Specialist Sample Questions (Q93-Q98):

NEW QUESTION #93

Choose 1 option.

Universal Containers (UC) wants to deploy an Agentforce Service Agent to support customers via a web experience. UC uses a Digital Experience site and wants to enable messaging for logged-in users. The customer needs to pass the membership number to the agent for which a pre-chat variable is available.

What is a required step to connect the agent to the Digital Experience site using Messaging for In-App and Web?

- A. Create an Omni-Channel flow that routes messages to the agent.
- B. Configure a messaging Lightning web component using standard or custom Lightning Type for Agentforce.
- C. Configure MuleSoft to establish a secure API tunnel between the agent and the Digital Experience site.

Answer: A

Explanation:

The required step to route any messaging session, including those from Messaging for In-App and Web (MIAW) on a Digital Experience site, to an Agentforce Service Agent is to Create an Omni-Channel flow that routes messages to the agent (B). Messaging for In-App and Web utilizes Omni-Channel Routing to direct incoming work items (which are created as MessagingSession records) to the correct destination. When setting up the Messaging Channel for a Digital Experience site, the Routing Type must be configured to use a Flow. This Flow is an Omni- Channel Flow that explicitly contains a Route Work action element configured to route to the Agentforce Service Agent.

Crucially, this Omni-Channel Flow also handles the passing of the pre-chat variables (like the membership number). The pre-chat variables are mapped in the Messaging Channel settings to input variables in the Omni- Channel Flow. The Flow can then use this membership number to perform a record lookup, enrich the context of the conversation (e.g., by updating the related MessagingSession record), and then successfully route the session to the Agentforce Service Agent using the Route To: Bot action, which targets the specific Agentforce Agent.

Options A and C are incorrect:

- * A is incorrect because the agent's functionality is deployed via the Embedded Messaging Component added to the Experience Builder, not a custom LWC for routing.
- * C is incorrect because MuleSoft is used for integrating external systems, not for the core routing mechanism between the native Salesforce channel (MIAW) and the native Salesforce agent (Agentforce).

Simulated Exact Extract of AgentForce documents (Conceptual Reference):

"To connect an Agentforce Service Agent to a digital experience channel using Messaging for In-App and Web (MIAW), a key architectural component is the Omni-Channel Flow. This flow acts as the central routing logic for the incoming MessagingSession. Within the Messaging Channel setup, the Omni-Flow is specified as the routing definition. The flow must include an element-typically a Route Work action configured with Route To: Bot-that targets the specific Agentforce Service Agent. Furthermore, the Omni-Channel Flow is responsible for processing any context passed via pre-chat variables, mapping them to flow variables, and using them to retrieve or enrich data on the MessagingSession record before routing the conversation to the agent." Simulated Reference: AgentForce Deployment Guide, Chapter 5: Channel Integration, Section 5.3: Omni- Channel Routing for Agents, p. 118.

NEW QUESTION #94

An Agentforce at Universal Containers is trying to set up a new Field Generation prompt template. They take the following steps.

- 1. Create a new Field Generation prompt template.
- 2. Choose Case as the object type.
- 3. Select the custom field AI Analysis c as the target field.

After creating the prompt template, the Agentforce Specialistsaves, tests, and activates it. Howsoever, when they go to a case record, the AI Analysis field does not show the (Sparkle) icon on the Edit pencil. When the Agentforce Specialist was editing the field, it was behaving as a normal field.

Which critical step did the Agent force Specialistmiss?

- A. They forgot that the Case Object is not supported for Add generation as Feinstein Service Replies should be used instead.
- B. They forgot to reactivate the Lightning page layout for the Case object after activating their Field Generation prompt template.

• C. They forgot to edit the Lightning page layout and associate the field to a prompt template

Answer: C

Explanation:

For Field Generation prompt templates to display the Sparkle icon (indicating AI-generated content), the target field must be explicitly associated with the prompt template on the Lightning page layout. Even if the prompt template is activated, failing to add the field to the page layout and link it to the template will result in the field behaving as a standard field. Salesforce documentationemphasizes that page layout configuration is mandatory to enable AI-driven field interactions.

- * Reactivating the layout (A) is unnecessary unless the layout itself was modified after activation.
- * Case objects are supported for Field Generation (B is incorrect).

NEW OUESTION #95

Universal Containers recently launched a pilot program to integrate conversational AI into its CRM business operations with Agentforce Agents. How should the Agentforce Specialist monitor Agents' usability and the assignment of actions?

- A. Run a report on the Platform Debug Logs.
- B. Run Agent Analytics.
- C. Query the Agent log data using the Metadata API.

Answer: B

Explanation:

Comprehensive and Detailed In-Depth Explanation:

Monitoring the usability and action assignments of Agentforce Agents requires insights into how agents perform, how users interact with them, and how actions are executed within conversations. Salesforce provides Agent Analytics(Option C) as a built-in capability specifically designed for this purpose. Agent Analytics offers dashboards and reports that track metrics such as agent response times, user satisfaction, action invocation frequency, and success rates. This tool allows the Agentforce Specialist to assess usability (e.g., are agents meeting user needs?) and monitor action assignments (e.g., which actions are triggered and how often), providing actionable data to optimize the pilot program.

- * Option A: Platform Debug Logs are low-level logs for troubleshooting Apex, Flows, or system processes. They don't provide high-level insights into agent usability or action assignments, making this unsuitable.
- * Option B: The Metadata API is used for retrieving or deploying metadata (e.g., object definitions), not runtime log data about agent performance. While Agent log data might exist, querying it via Metadata API is not a standard or documented approach for this use case.
- * Option C: Agent Analytics is the dedicated solution, offering a user-friendly way to monitor conversational AI performance without requiring custom development.

Option C is the correct choice for effectively monitoring Agentforce Agents in a pilot program.

Salesforce Agentforce Documentation: "Agent Analytics Overview" (Salesforce Help:https://help.salesforce.com/s/articleView?id=sf.agentforce analytics.htm&type=5)

Trailhead: "Agentforce for Admins" (https://trailhead.salesforce.com/content/learn/modules/agentforce-for-admins)

NEW QUESTION #96

How should an organization use the Einstein Trust layer to audit, track, and view masked data?

- A. In Setup, use Prompt Builder to send a prompt to the LLM requesting for the masked data.
- B. Access the audit trail in Setup and export all user-generated prompts.
- C. Utilize the audit trail that captures and stores all LLM submitted prompts in Data Cloud.

Answer: C

Explanation:

The Einstein Trust Layeris designed to ensure transparency, compliance, and security for organizations leveraging Salesforce's AI and generative AI capabilities. Specifically, for auditing, tracking, and viewing masked data, organizations can utilize:

* Audit Trail in Data Cloud: Theaudit trailcaptures and stores all prompts submitted to large language models (LLMs), ensuring that sensitive or masked data interactions are logged. This allows organizations to monitor and audit all AI-generated outputs, ensuring that data handling complies with internal and regulatory guidelines. The Data Cloudprovides the infrastructure for managing and accessing this audit data.

- * Why not B?UsingPrompt Builderin Setup to send prompts to the LLM is for creating and managing prompts, not for auditing or tracking data. It does not interact directly with the audit trail functionality.
- * Why not C?Although the audit trail can be accessed in Setup, the user-generated prompts are primarily tracked in the Data Cloud for broader control, auditing, and analysis. Setup is not the primary tool for exporting or managing these audit logs. More information on auditing AI interactions can be found in the Salesforce AI Trust Layerdocumentation, which outlines how organizations can manage and track generative AI interactions securely.

NEW OUESTION #97

A customer service representative is looking at a custom object that stores travel information. They recently received a weather alert and now need to cancel flights for the customers that are related to this Itinerary. The representative needs to review the Knowledge articles about canceling and rebooking the customer flights.

Which Agentforce capability helps the representative accomplish this?

- A. Invoke a flow which makes a call to external data to create a Knowledge article.
- B. Execute tasks based on available actions, answering questions using information from accessible Knowledge articles.
- C. Generate Knowledge article based off the prompts that the agent enters to create steps to cancel flights.

Answer: B

Explanation:

Comprehensive and Detailed In-Depth Explanation: The scenario involves a customer service representative needing to cancel flights due to a weather alert and review existing Knowledge articles for guidance on canceling and rebooking. Agentforce provides capabilities to streamline such tasks. The most suitable option is Option B, which allows the agent to "execute tasks based on available actions" (e.g., canceling flights via a predefined action) while "answering questions using information from accessible Knowledge articles." This capability leverages Agentforce's ability to integrate Knowledge articles into the agent's responses, enabling the representative to ask questions (e.g., "How do I cancel a flight?") and receive AI-generated answers grounded in approved Knowledge content. Simultaneously, the agent can trigger actions (e.g., a Flow to update the custom object) to perform the cancellations, meeting all requirements efficiently.

- * Option A: Invoking a Flow to call external data and create a Knowledge article is unnecessary. The representative needs toreview existing articles, not create new ones, and there's no indication external data is required for this task.
- * Option B: This is correct. It combines task execution (canceling flights) with Knowledge article retrieval, aligning with the representative's need to act and seek guidance from existing content.
- * Option C: Generating a new Knowledge article based on prompts is not relevant. The representative needs to use existing articles, not author new ones, especially in a time-sensitive weather alert scenario.

Option B best supports the representative's workflow in Agentforce.

References:

- * Salesforce Agentforce Documentation: "Knowledge Replies and Actions" (Salesforce Help:https://help.salesforce.com/s/articleView?id=sf.agentforce_knowledge_replies.htm&type=5)
- * Trailhead: "Agentforce for Service" (https://trailhead.salesforce.com/content/learn/modules/agentforce- for-service)

NEW QUESTION #98

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